

City of West Fargo Job Description

Job Title: Receptionist
Reports To: Finance Director
FLSA Status: Non-Exempt
Job Grade: A-12
Department: Finance
Approved by: _____
Date Prepared: September, 2006

Summary: Answers phones, greets customers/visitors, sorts and distributes mail, assists Finance department with general clerical duties, and provides prompt information to inquiries made by customers/visitors, or directs them to the appropriate department. Carries out responsibilities in accordance with the organization's policies and applicable local, state and federal laws.

Incumbent is given specific work instructions by supervisor on new assignments, but works independently in performing regularly assigned duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Answers incoming telephone calls, determines purpose of callers, answers general questions and forwards calls to appropriate personnel or department. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable. Answers questions about organization and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Assists in water billing process, which includes monitoring address changes of residents, accepting and inputting payments, entering readings, researching overpayments, preparing delinquent notices and other various reports.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes. Maintains inner office filing system.
- Researches inquiries made by customers and responds with proper information.
- Receipts invoices for incoming funds for city office and various departments.
- Performs other clerical duties for the Finance Department as needed, such as filing, photocopying, and collating.
- Works safely, including attending appropriate training on workplace safety, following safe work practices, identifying and reporting any unsafe work conditions, enforcing and promoting safe work practices and encouraging coworkers to support all areas of work safety.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High School Diploma and one to three years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Must be able to read, write, speak and comprehend in English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge and experience using Microsoft Office Suite including Word and Excel, experience with internet software and Database software. Other software/systems used in this position include utility billing, and cash receipting and assessor's program.

Teamwork Orientation:

Must possess strong teamwork orientation, with the ability to maintain effective working relationships with co-workers, representatives of other departments, organization and the general public as required.

Certificates and Licenses:

No certifications required.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands to handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk and sit. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl.

Employment Disclaimer:

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.